

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: EE, EE/Sp., EE/1Ch.,  
EE/Children, Fam.

Plan Type: POS



**This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at [www.chcva.com](http://www.chcva.com) or by calling 1-800-627-4872.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	In-network: <b>\$1,000</b> person <b>\$2,000</b> family, doesn't apply: office visits, ER/urgent care, labs/x-rays, prescriptions, outpatient rehabilitation/habilitation, pediatric dental/vision Out-of-network: <b>\$2,000</b> person <b>\$4,000</b> family, applies to all out-of-network services	You must pay all the costs up to the <u>deductible</u> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <u>deductible</u> starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the <u>deductible</u> .
Are there other <u>deductibles</u> for specific services?	No	You don't have to meet <u>deductibles</u> for specific services, but see the chart starting on page 2 for other costs for services this plan covers.
Is there an <u>out-of-pocket limit</u> on my expenses?	In-network: Yes <b>\$3,500</b> person <b>\$7,000</b> family, Pharmacy: <b>\$2,850</b> person, <b>\$5,700</b> family Out-of-network: Yes <b>\$7,000</b> person <b>\$14,000</b> family	The <u>out-of-pocket limit</u> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance-billed charges, health care this plan does not cover	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Is there an overall annual limit on what the plan pays?	No	The chart starting on page 2 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a <u>network</u> of <u>providers</u> ?	Yes For a list of in-network providers, see <a href="http://www.chcva.com">www.chcva.com</a> or call 1-800-627-4872.	If you use an in-network doctor or other health care <u>provider</u> , this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <u>provider</u> for some services. Plans use the term in-network, <u>preferred</u> , or participating for <u>providers</u> in their <u>network</u> . See the chart starting on page 2 for how this plan pays different kinds of <u>providers</u> .
Do I need a referral to see a <u>specialist</u> ?	No	You can see the <u>specialist</u> you choose without permission from this plan.
Are there services this plan doesn't cover?	Yes	Some of the services this plan doesn't cover are listed on page 4. See your policy or plan document for additional information about <u>excluded services</u> .

Questions: Call 1-800-627-4872 or visit us at [www.chcva.com](http://www.chcva.com).

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at <http://www.cms.gov/CCIIO/resources/files/downloads/uniform-glossary-final.pdf> or call 1-800-627-4872 to request a copy.

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- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use In-network **providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use a In-network Provider	Your Cost If You Use a Out-of-network Provider	Limitations & Exceptions
<b>If you visit a health care provider's office or clinic</b>	Primary care visit to treat an injury or illness	\$30 co-payment (co-pay)/visit	30% co-insurance (co-ins)	-----none-----
	Specialist visit	\$50 co-pay/visit	30% co-ins	-----none-----
	Other practitioner office visit	\$50 co-pay/visit chiropractor	30% co-ins	Limited: 30 visits/year
	Preventive care/ Screening/Immunization	No Charge	30% co-ins	-----none-----
<b>If you have a test</b>	Diagnostic test (x-ray, blood work)	20% co-ins x-ray 20% co-ins lab	30% co-ins x-ray 30% co-ins lab	-----none-----
	Imaging (CT/PET scans, MRIs)	20% co-ins	30% co-ins	Not covered without preauthorization (preauth)
<b>If you need drugs to treat your illness or condition.</b>  More information about <b>prescription drug coverage</b> is available at <a href="http://www.chcva.com">www.chcva.com</a> .	Generic drugs	\$10 co-pay/fill retail, \$20 co-pay/fill mail	Not Covered	Includes select generics for \$3 co-pay/fill retail, \$6 co-pay/fill mail, Limited: 31 day supply retail, 90 day supply mail, may require preauth
	Preferred brand drugs	\$40 co-pay/fill retail, \$100 co-pay/fill mail	Not Covered	Limited: 31 day supply retail, 90 day supply mail, may require preauth
	Non-preferred brand drugs	\$75 co-pay/fill retail, \$225 co-pay/fill mail	Not Covered	Limited: 31 day supply retail, 90 day supply mail, may require preauth

Common Medical Event	Services You May Need	Your Cost If You Use a In-network Provider	Your Cost If You Use a Out-of-network Provider	Limitations & Exceptions
<b>If you need drugs to treat your illness or condition.</b>  More information about <b><u>prescription drug coverage</u></b> is available at <a href="http://www.chcva.com">www.chcva.com</a> .	Specialty drugs	Preferred: \$75 co-pay/fill or 20% co-ins up to \$300, Non-preferred: 30% co-ins	Not Covered	Limited: 31 day supply, not covered without preauth
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	20% co-ins	30% co-ins	Not covered without preauth
	Physician/surgeon fees	20% co-ins	30% co-ins	Not covered without preauth
<b>If you need immediate medical attention</b>	Emergency room services	\$300 co-pay/visit facility, 20% co-ins providers	\$300 co-pay/visit facility, 20% co-ins providers	-----none-----
	Emergency medical transportation	\$100 co-pay/service ground, 20% co-ins air/water	\$100 co-pay/service ground, 20% co-ins air/water	-----none-----
	Urgent care	\$75 co-pay/visit	\$75 co-pay/visit	-----none-----
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	20% co-ins	30% co-ins	Not covered without preauth
	Physician/surgeon fee	20% co-ins	30% co-ins	Not covered without preauth
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	\$30 co-pay/visit	30% co-ins	Some services require preauth for coverage
	Mental/Behavioral health inpatient services	20% co-ins	30% co-ins	Not covered without preauth
	Substance use disorder outpatient services	\$30 co-pay/visit	30% co-ins	Some services require preauth for coverage
	Substance use disorder inpatient services	20% co-ins	30% co-ins	Not covered without preauth
<b>If you are pregnant</b>	Prenatal and postnatal care	No Charge	30% co-ins	-----none-----
	Delivery and all inpatient services	20% co-ins	30% co-ins	-----none-----

Common Medical Event	Services You May Need	Your Cost If You Use a In-network Provider	Your Cost If You Use a Out-of-network Provider	Limitations & Exceptions
<b>If you need help recovering or have other special health needs</b>	Home health care	20% co-ins	30% co-ins	Limited: 100 visits/year, not covered without preauth
	Rehabilitation services	Inpatient 20% co-ins Outpatient \$50 co-pay/visit	Inpatient 30% co-ins Outpatient 30% co-ins	Outpatient limited: 30 PT/OT & 30 Speech visits/year, inpatient not covered without preauth
	Habilitation services	\$50 co-pay/visit	30% co-ins	Outpatient limited: 30 PT/OT & 30 Speech visits/year, inpatient not covered without preauth
	Skilled nursing care	20% co-ins	30% co-ins	Limited: 100 days/stay, not covered without preauth
	Durable medical equipment	20% co-ins	30% co-ins	Purchase over \$500/all rentals require preauth for coverage
	Hospice Service	20% co-ins	30% co-ins	Not covered without preauth
<b>If your child needs dental or eye care</b>	Eye exam	No Charge	Not Covered	Limited: members under 19
	Glasses	No Charge	Not Covered	Limited: members under 19, one pair standard glasses/year
	Dental check-up	No Charge	0% co-ins	Limited: members under 19, 1 x-ray/year, 1 exam/6 months

**Excluded Services & Other Covered Services:**

<b>Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other <u>excluded services</u>.)</b>		
• Acupuncture	• Dental care (Adult)	• Routine foot care
• Bariatric surgery	• Hearing aids	• Weight loss programs
• Cosmetic surgery	• Long-term care	

<b>Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)</b>		
• Chiropractic care	• Non-emergency care when traveling outside the U.S.	• Routine eye care (Adult)
• Infertility treatment	• Private-duty nursing	

## Your Rights to Continue Coverage:

If you lose coverage under the plan, then, depending upon the circumstances, Federal and State laws may provide protections that allow you to keep health coverage. Any such rights may be limited in duration and will require you to pay a **premium**, which may be significantly higher than the premium you pay while covered under the plan. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the plan at 1-800-627-4872. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).

## Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact:

For group health coverage subject to ERISA, you may contact 1-800-627-4872. You may also contact, the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or your state department of insurance at Office of the Managed Care Ombudsman Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 877-310-6560 (Toll Free) E-Mail: [ombudsman@scc.virginia.gov](mailto:ombudsman@scc.virginia.gov).

For non-federal governmental group health plans and church plans that are group health plans, you may contact 1-800-627-4872 or your state department of insurance at Office of the Managed Care Ombudsman Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 877-310-6560 (Toll Free) E-Mail: [ombudsman@scc.virginia.gov](mailto:ombudsman@scc.virginia.gov).

Additionally, a consumer assistance program can help you file your appeal. Contact Virginia State Corporation Commission Life & Health Division, Bureau of Insurance P.O. Box 1157 Richmond, VA 23218 (877) 310-6560 [http://www.scc.virginia.gov/boi\\_bureauofinsurance@scc.virginia.gov](http://www.scc.virginia.gov/boi_bureauofinsurance@scc.virginia.gov)

## Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as "minimum essential coverage." **This plan or policy does provide minimum essential coverage.**

## Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

## Language Access Services:

Spanish (Espanol): Para obtener asistencia en Espanol, llame al 1-800-627-4872.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-627-4872.

Chinese (中文): 如果需要中文的帮助，请拨打这个号码 1-800-627-4872.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-800-627-4872.

—————*To see examples of how this plan might cover costs for a sample medical situation, see the next page.*—————

## About these Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



**This is not a cost estimator.**

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

### Having a baby

(normal delivery)

- Amount owed to providers: \$7,540
- Plan pays \$5,520
- Patient pays \$2,020

#### Sample care costs:

Hospital charges (mother)	\$2,700
Routine Obstetric Care	\$2,100
Hospital Charges (baby)	\$900
Anesthesia	\$900
Laboratory tests	\$500
Prescriptions	\$200
Radiology	\$200
Vaccines, other preventive	\$40
<b>Total</b>	<b>\$7,540</b>

#### Patient pays:

Deductibles	\$1,000
Copays	\$20
Coinsurance	\$800
Limits or exclusions	\$200
<b>Total</b>	<b>\$2,020</b>

### Managing type 2 diabetes

(routine maintenance of a well-controlled condition)

- Amount owed to providers: \$5,400
- Plan pays \$3,010
- Patient pays \$2,390

#### Sample care costs:

Prescriptions	\$2,900
Medical equipment and supplies	\$1,300
Office Visits and Procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
<b>Total</b>	<b>\$5,400</b>

#### Patient pays:

Deductibles	\$300
Copays	\$2,000
Coinsurance	\$30
Limits or exclusions	\$60
<b>Total</b>	<b>\$2,390</b>

Note: These numbers assume the patient is participating in our diabetes wellness program. If you have diabetes and do not participate in the wellness program, your costs may be higher. For more information about the diabetes wellness program, please contact: 1-800-627-4872

## Questions and answers about the Coverage Examples:

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### What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

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### What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

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### Does the Coverage Example predict my own care needs?

- ✗ **No**. Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

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### Does the Coverage Example predict my future expenses?

- ✗ **No**. Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

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### Can I use Coverage Examples to compare plans?

- ✓ **Yes**. When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

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### Are there other costs I should consider when comparing plans?

- ✓ **Yes**. An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

**Questions:** Call 1-800-627-4872 or visit us at [www.chcva.com](http://www.chcva.com).

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